

Kingsmead Healthcare



KINGSMEAD HEALTHCARE PATIENT PARTICIPATION GROUP AGENDA & MINUTES 5 March 2015

AGENDA

1. Review of PPG Profile & Membership
2. Review of Feedback
3. Progress Report from the Last Meeting
4. Identification & Agreement of New Targets
5. Action Plan & Period
6. Any Other Business

Present: Mrs. E Roberts, Mr. P Hogan, Mrs. C. Mehmed, Mrs. B. Mandavia, Mr. S. Miah, Mr. S. Kumi, Mrs. L Alexander, Mr. J Brown, Dr. G Anantha, Mr. D Sinha & Mrs. Sharon Hogan-Walsh

Apologies for Absence: Mrs. I. Callaghan

1. Mr. Sinha welcomed all members of the Kingsmead PPG to the second and final meeting of the year 2014-15. He particularly welcomed the new faces to the PPG, including those who volunteered their services over and above the numerical representation requirements of the PPG – Mrs. L Alexander and Mr. J. Brown. Apologies for absence were duly noted.

As per convention, he confirmed that the PPG will meet twice a year, in September and March, to review the progress and dynamically engage patients, carers and other organisations in the decision-making process at the Practice so as to maximise the benefit to its patients. The feedback process from the patients and the PPG would productively inform the range, shape and quality of the Practice's services.

He also confirmed that the ongoing structure and composition of the PPG would continue unaltered as it was supported unanimously by the PPG and the Practice – that its current representative structure adequately reflects the interests that it needs to drive the PPG agenda forward in a mutually beneficial fashion. However, he welcomed the additions and reiterated the fact that the PPG meeting was open to all patients and that every meeting was advertised in reception and the newsletter in advance.

In keeping with the broad demographic distribution of patients at the Practice, the PPG will continue to have TWO members each from the major demographic groups i.e. Caucasian and Afro-Caribbean, ONE from the Turkish-Kurdish community, ONE from the South Asian community and ONE patient to represent those patients who live outside the Practice's core area. They should and do comprise a wide range of

ages and life experiences, some active in their local community and all bringing a different perspective to perceptions of patient care.

Whilst there were other ethnic minorities in the Practice population, their number was small and such patients would continue to have direct access to either any Practice team member or the PPG. Mrs. Stevens reiterated the fact that all patients had an equal say and influence in the workings of the Practice in the patients' interest.

2. The Practice presented the results of the two FFT (Friends and Family Test) surveys for the month of January and February 2015. The outcomes were very encouraging. Both survey responses had over a 100 paper forms each and 99.9% of the results showed that respondents would recommend the Practice to their friends and family. The PPG commended the Practice team but advised that the hard work would have to continue as part of everyday work style for patients to continue reaping the benefits of being a patient here.

Feedback through the FFT will continue into the next fiscal year but the Practice will endeavour to increase the range of tools available to patients by which to respond. The FFT would be available in paper form, through the NHS Choices website and the proposed new Practice website, as well as through the proposed replacement of the patient sign in kiosk.

The results of the FFT survey would continue to be presented and discussed at every PPG meeting.

3. The main priorities identified by the PPG at the meeting on 18 September 2014 were:
 - a. Upgrade of the telephone system to incorporate call sequencing, advice on types of appointments (GP, Nurse, HCA, telephone consultation) and call recording – May 2015
 - b. Audit of consultation skills – April 2015
 - c. Recruitment of a female GP – March 2015
 - d. Refurbishment of Premises – March 2015
 - e. Extending Opening Hours – March 2015

Progress report:

- a. The Practice team were glad to confirm that a new state-of-the-art telephone system from Daisy Health (specialists in GP care and providers of the service to three other local Practices – Healy Medical Centre, Elsdale Medical Centre and the CAHCCG) had been commissioned and would be installed at the start of May. This would meet all the requirements requested by the PPG and more.
- b. A short audit of the consultation skills of the clinicians will be carried out in April 2015 to establish the level of improvement and a report (and any redemptive

interim action taken) would be formally presented to the PPG at its September 2015 meeting.

- c. The Practice team were pleased to confirm the successful recruitment of a female GP who had joined the Practice team as a salaried GP for the long term.
- d. As for premises refurbishment, the task of changing the flooring of the entire clinical area had been carried out between January-February 2015. The Practice was still waiting for confirmation on whether the sinks and taps in the clinical rooms would have to be changed. A legionella assessment for the water supply had also been carried out and changes made to meet the CQC standards.
- e. Dr. Anantha was pleased to advise the PPG that from January 2015, the Practice would remain open for longer on Wednesdays and Fridays (until 7.30 PM). This was the result of extra funding being made available by the local CCG. This meant that apart from the weekend, the Practice was open at least until 7.30PM Monday to Friday (except Thursday). The level of progress made by the Practice was applauded all by present.

4 & 5. The members present discussed and agreed on the following targets and action plan:

- a. New telephone system to advise all callers of the choice in types of consultations – target – 30 May 2015
- b. Posters in the waiting area on details of PPG, where to find information, how to contact PPG members and date of next meeting – 30 April 2015
- c. Four monthly newsletters – April, August and December 2015 to carry up to date information on Practice services, its websites, electronic access to requesting repeat prescribing, access to parts of medical records, complaints procedures, information on clinical campaigns such as flu and shingles, correct use of emergency and out-of-hour services, signing up for EPR and advising on time delay before patients can pick up medication, patient recall for chronic diseases, the DNA and deduction policy and increase patient awareness about getting screened for chronic diseases etc.
- d. Develop Patient Champions for one area – proposed by PPG – Diabetes – target one year.
- e. Replacement of Patient Sign In – 30 April 2015
- f. To explore the feasibility of opening on Saturday mornings – target – 1 year
- g. Advertise more prominently to patients and include in all newsletters – prohibition of mobile phone on the surgery premises, keeping children under check and no eating-drinking. Members felt that a small group of patients needed to learn common courtesy and that the Practice should make every effort to reinforce it.

7. AOB: Dr. Anantha advised all members present that their presence would be required during the CQC inspection and that all members would be advised as soon as the Practice received a date.

Complaints made to date were reviewed. It was agreed that they were minor and borne more out of patients not getting their way.

The annual PPG report is to be filled in by 31 March 2015 and submitted to NHS England.

Date of Interim Meeting 11 June 2015

Date of Next Review Meeting: 17 September 2015

5 March 2015

The minutes of the PPG were signed off on 20 March 2015